

AZNET SLA Scorecard															
Service Level Agreement		JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
SERVICE LEVEL															
Severity 1 Trouble Repair SLA	SLA Status														
	Incident Count	1	0	0	1	4	2	0	2	0	0	4	1	1	0
	Missed Tickets	0	0	0	0	1	0	0	0	0	0	0	0	0	0
	Metric*	-7.11	0.00	0.00	-3.55	-19.75	-9.11	0.00	-2.91	0.00	0.00	-12.97	--3.75	-3.10	0.00
Severity 2 Trouble Repair SLA	SLA Status														
	Incident Count	12	6	12	25	19	17	9	12	11	12	10	8	9	17
	Missed Tickets	0	0	0	2	1	0	1	2	0	0	1	0	0	4
	Metric*	-51.97	-24.52	-45.36	-118.50	-85.61	-80.45	-31.11	-41.24	-55.41	-54.66	-28.04	-40.94	-42.09	-50.47
Severity 3 Trouble Response SLA	Incident Count**	x	x	x	x	x	x	x	482	440	431	498	440	443	608
	Missed Tickets**	x	x	x	x	x	x	x	11	7	5	3	2	16	24
	% Met	x	x	x	x	x	x	x	97.8%	98.4%	98.9%	99.4%	99.6%	96.4%	96.1%
Trouble Tickets not Reopened		98%	99%	98%	97%	99%	98%	98%	99%	98%	98%	98%	99%	100%	99%
Time to Dispatch Target 98% ***	Incident Count	x	3	4	9	11	14	8	6	6	3	7	3	4	11
	Missed Tickets	x	0	1	0	1	0	0	2	1	0	1	0	0	4
	% Met	x	100%	75%	100%	91%	100%	100%	67%	83%	100%	86%	100%	100%	63%
Chronic Problems	SLA Status														
	Incident Count	0	0	0	0	0	0	0	0	0	0	0	1	4	3
Tier I Availability ****		100.000%	99.995%	100.000%	99.994%	99.987%	99.991%	100.000%	99.986%	99.997%	99.998%	99.995%	100.000%	99.995%	99.999%
Tier II Availability ****		99.997%	99.998%	99.996%	99.993%	99.997%	99.995%	99.996%	99.993%	99.999%	99.999%	99.997%	99.998%	99.934%	99.995%
Tier III Availability ****		99.999%	100.000%	99.999%	99.998%	99.997%	99.997%	99.998%	99.999%	99.998%	99.997%	99.995%	100.000%	99.999%	99.994%
On-Time Completion of Services Target 95%			95.3%	92.5%	96.7%	95.9%	93.9%	97.2%	95.8%	98.2%	98.6%	97.9%	99.1%	97.0%	97.8%
Service Requests Not Reopened		99%	99%	98%	98%	98%	99%	99%	99%	99%	99%	99%	99%	100%	99.86%
SYSTEM SERVICE LEVELS															
Severity Level I															
Severity Level II															
Tier I Availability ****															
On-Time Completion of Services															
Target Carrier Savings															
SLA Credits (excluding Carrier Savings)		\$1,680											\$49,300	\$200	\$1,600
Carrier Savings SLA Credits		\$7,473.16												\$28,214.75	

Notes:

- Green means met SLA, Red means missed SLA and service credit paid.
- (\*) Metric shows the total number of hours "under" the SLA target (if negative number) or "over" the SLA target (if positive number).
- (\*\*) SLA not reported, issue resolved through settlement agreement.
- (\*\*\*) Time to Dispatch Severity 1 and Severity 2 only.
- (\*\*\*\*) Type 2 SLA for which no measurement period has occurred.